

BOQ “Taronga Zoo Wildlife Retreat” Promotion FAQs

1. What is the promotion?

The promotion is called the BOQ “Taronga Zoo Wildlife Retreat” promotion, where we are giving BOQ Everyday Account customers the chance to win a trip to stay at the Wildlife Retreat at Taronga in Sydney between 5-7 December 2025, simply by making a settled transaction of \$60 or more on your Everyday Account using your linked Visa Debit Card during the promotional period.

2. How long will this promotion run for?

The promotion runs from 12.00 am AEST 1 August 2025 to 11:59pm AEST on 24 October 2025 (Promotional Period).

3. What is the prize?

The prize is a Taronga Zoo Experience Package for either two adults OR two adults and one child under the age of 12, valued at up to AUD\$5,000 (depending on point of departure). The package includes:

- Either two return economy airfares (if the winner chooses to bring one adult guest) or three return economy airfares (if the winner chooses to bring one adult guest and one child guest) – from the winners nearest capital city in Australia to Sydney, NSW, departing 5/12/2025 and returning on 7/12/25
- Two nights accommodation in an Animal view room with breakfast included
- Airport transfers to and from Taronga Zoo, Sydney
- One nights dinner at on-site restaurant Me-Gal (excluding beverages)
- Free Zoo access for the winner and companion(s) including a Koala encounter and guided night walk.

4. Who is eligible to enter?

Australian residents aged 18 years or over who hold a BOQ Everyday Account with a linked and activated Visa Debit Card, have not opted out of receiving marketing communications from BOQ, and can travel to Sydney, between 5 – 7 December 2025.

Unfortunately, Employees and their immediate families of BOQ, and agencies associated with this promotion are ineligible to enter.

5. What do I need to do to enter?

You must make a settled transaction of AUD\$60 or more using your Visa Debit Card linked to your BOQ Everyday Account during the promotional period to receive an automatic entry. Entries are unlimited, so the more transactions of \$60 or more you make, the more entries you will receive into the competition.

6. How do I enter the competition?

If you already have a BOQ Everyday Account and your Visa Debit Card is activated, you’re ready go. If not, you will need to open a new Everyday Account.

To enter, simply make an eligible settled transaction of AUD\$60 or more to earn one entry into the competition.

If you don’t have an existing Everyday Account, you can find out more and apply [here](#).

7. Is there a fee to enter the draw?

No, there is no fee to enter the draw.

8. Are multiple entries permitted?

Yes, every settled transaction of AUD\$60 or more will earn you one entry into the competition, there is no maximum number of entries. The more transactions of AUD\$60 or more you make, the more entries you get!

9. Do I have to open a new Everyday Account to enter?

If you already have an existing Everyday Account and your Visa Debit Card is activated, you do not need to open a new account. You can start transacting and for every settled transaction of AUD\$60 or more, you will go into the draw to win.

If you don't have an existing Everyday Account, you can find out more and apply [here](#).

10. Do I have to have a standalone Everyday Account to enter?

Both standalone Everyday Accounts and those opened as part of a bundle with a Future Saver or Smart Saver account are eligible to enter the competition.

11. Do I have to download the myBOQ app to enter?

While you can open an account via our website or the app, you will need access to the myBOQ app to manage your account once opened.

12. What does it mean by a settled transaction?

If a transaction is showing as 'pending' in your account, it is not yet settled.

A pending transaction means that a transaction has been authorised by the account holder, but it has not yet been processed by the merchant or service provider to the account.

This can occur when a merchant or service provider has obtained authorisation to charge the account, but has not yet completed the transaction. This is usually why you'll see a pending transaction right after you've paid for a good or service.

For a transaction to be included as an eligible entry, it needs to be settled by the end date of the competition.

13. What is considered an 'eligible purchase'?

An eligible purchase is a settled transaction of AUD\$60 or more made with a BOQ Visa Debit Card linked to an Everyday Account.

The following transactions **will not** be considered a Qualifying Transaction: Pay Someone transactions, Direct Debits, BPAY payments, Cash outs from a merchant's point of sales terminal, Cash withdrawals from an ATM and purchases in the following Merchant Categories:

- 7273 Dating Services;
- 7995 Gambling and Betting, including Lottery Tickets, Casinos, etc;
- 4829 Money Transfers (including cryptocurrency);
- 6051 Non-Financial Institutions (including cryptocurrency);
- 5813 Drinking Establishments (Alcoholic Beverages); and
- 5921 Package Stores – Beer, Wine, and Liquor.

14. I haven't received my physical card yet, how can I start spending?

You can add your card to your digital wallet before receiving your physical card to start spending straight away.

In the myBOQ app select Profile/Manage Cards/select your Everyday Account/Add your card to your Wallet.

15. How will the winner be chosen?

The winner will be chosen through a random draw conducted at Anisimoff Legal, Level 3/162 Collins Street, Melbourne VIC.

16. When and where will the draw take place?

The draw will take place on 3 November 2025 at 1:00pm AEST at Anisimoff Legal, Level 3/162 Collins Street, Melbourne VIC.

17. How and when will winners be contacted?

The winner will be notified by telephone and email within two business days of the draw. The winner will have until 09:29am AEST on 26 November 2025 to accept the prize. If the prize is unaccepted by this time, there will be a redraw. Additionally, the winners details will be published online at <https://www.boq.com.au/personal/banking/everyday-transaction-account> by the 28 November 2025.

18. Is the prize transferrable?

No, the prize or any unused portion of it is not transferable or exchangeable and cannot be taken as cash.

19. When will the winner be travelling?

The winner will travel between 5 – 7 December 2025.

20. Where can I find more information about the competition terms and conditions?

More information about the competition terms and conditions can be found at <https://www.boq.com.au/personal/banking/everyday-transaction-account>

21. What if I still have any other questions?

If you have any other questions, you can contact us on 1300 55 72 72 for assistance.